

## Frequently Asked Questions

### **RFP for AI**

#### **What is the existing technology used to store documents?**

Documents uploaded through the CalHFA MAS Lender Portal are stored as blobs in a SQL Database.

#### **What is the existing technology used to maintain workflows?**

CalHFA uses MAS which is a solution that was developed in house.

#### **What is the daily volume?**

- Loan Review Volume
- › Compliance Review average 1300 loans per month (22 potential documents)
- › Purchase Review average 2600 Loans per month (8 potential documents)

#### **What are the document size and count in the existing system which will be moved to the new Content repository?**

This RFP is not intended to replace or move CalHFA's document repository to a new solution.

#### **What is the existing end user application and is it a custom application which is developed in .net?**

MAS is a custom application that is built on a .NET framework

#### **Please share the current system architecture diagram with the technology stack.**

- MAS is built on a .NET framework
- MAS currently has no built-in integration
- MAS is a MVC, SOA, SQL Backend

#### **How many environments are currently built in the CalHFA's MAS system? (Ex. Dev/test/prod/DR)?**

Clarification on this figure will be determined through the Project planning, discovery, and requirement elicitation process requested in the RFP Description of Work.

**What are the number of users?**

CalHFA currently has 139 Lender Partners who can have multiple users under their MAS account.

**Is there any integrations with the other applications? If so, please provide info.**

None, our data reside in Microsoft SQL server.

**What are the sources of documents/content that comes into the OCR System? (Email / Fax /Scan)**

Documents are delivered via our partner lenders through uploading to the CalHFA MAS Lender Portal, please reference the User Guides contained within the RFQ.

**What will be the DPI of the scanned document?**

CalHFA is not currently looking for a scanning solution. CalHFA is unable to determine the DPI for the documents uploaded into the MAS Lender portal.

**What Type of documents will be processed (JPEG, PDF, PNG)?**

Currently, CalHFA requires our partner lenders to upload PDF documents.

**Do the documents to be processed include both Machine written and Hand-written content?**

Yes, it is possible that documents provided by our partners will include both machine written and hand-written content

**What percentage of document will be handwritten VS machine typed? What percentage of fields will be handwritten?**

Most of the documents will be machine written. CalHFA and our selected vendor will work through these requirements in the project planning, discovery, and requirement elicitation process requested in the RFP Description of Work.

**What types of documents will be required for classification & extraction (Structured or Unstructured)?**

Appendix B lists documents types needing to be classified, the current count is 30 unique documents. This number may change due to program changes. Clarification on this figure will be determined through the Project planning, discovery, and requirement elicitation process

requested in the RFP Description of Work."

**Are there any OCR applications running currently?**

MAS does not currently have an OCR application integrated.

**Any Scanners / Email / Fax integration with Datacap?**

No there is currently no integration within MAS.

**Any integration with third party applications?**

No there is currently no integration within MAS.

**Any mobile application setup needed for this process?**

Possibly, Clarification on this figure will be determined through the Project planning, discovery, and requirement elicitation process requested in the RFP Description of Work.

**Any additional languages to support apart from English?**

No, as of now the documents submitted to CalHFA are in English

**Needed any client training program?**

Yes, Clarification on this figure will be determined through the Project planning, discovery, and requirement elicitation process requested in the RFP Description of Work.

**Any custom screens for web / desktop application?**

Possibly, Clarification on this figure will be determined through the Project planning, discovery, and requirement elicitation process requested in the RFP Description of Work.